

**TO: Executive Committee**

**DATE: 12/04/06**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Revised Strategic Scorecard**

**PROPOSED MOTION(S): Approve the revised Strategic Scorecard**

**DISCUSSION: The Quality Assurance and the Program Planning & Development Committees will no longer be meeting on a regular basis; therefore, the Strategic Scorecard has been revised. The Executive Committee will now review measurement categories previously reviewed by the two committees.**

**ATTACHMENT(S):  
Revised Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**WIB GOALS**

**Goal # I** Train and attract adaptable workers to fill industry needs.

**Goal # II** Influence the K-12 education system to design and implement strategies that provide students knowledge of employee skills and attitudes and develop metrics to assure success.

**Goal # III** Become an active advocacy voice and take political action on workforce development issues at the local, state, and national levels.

**Measurement Category: Customer Perspective**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Business Customer Satisfaction				Exec
a. Employer Needs Are Being Met	80% Satisfaction Rate & Increase in the # of Employers using Worknet Services	Face to face 10 Question Survey of 30 Employers	Annually (July)	
b. Are the Right Industries Targeted <ul style="list-style-type: none"> <li>• Economic Development Targeted Industries</li> <li>• Growth Industries</li> </ul>	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec
2. Job Seeker Customer Satisfaction				Exec
a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Biannually (Jan/July)	
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	One Stop Management	Biannually (Jan/July)	Exec

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<p>3. Workforce Development Advocacy/Awareness</p>	<p># Of Face to Face Meetings</p> <p># Of Written Communications</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Meetings with Legislators</p> <p>Written Communication with Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>	<p>Annually (April)</p>	<p>Executive</p>
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**Measurement Category: Internal Operations/Organizational Effectiveness**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
<p>1. Program Accountability:</p> <p>a. Plan vs. Actual Participant Activity</p> <ul style="list-style-type: none"> <li>• Numbers</li> <li>• Merced County Population Demographics                             <ul style="list-style-type: none"> <li>White - 46.7%</li> <li>Hispanic - 32.4%</li> <li>Asian – 6.8%</li> <li>African Amer – 3.8%</li> <li>Amer Indian – 1.2%</li> <li>Others – 9.1%</li> </ul> </li> </ul>	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p>	<p>Participant Reports</p> <p>Participant Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p>	<p>Exec</p> <p>Exec</p>

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<ul style="list-style-type: none"> <li>• Performance Measures</li> </ul>	Attain 80% level on Goals	Performance Reports	Quarterly (Nov/Feb/May/Oct)	Exec
b. Report Results:				
<ul style="list-style-type: none"> <li>• Audits</li> </ul>	Zero Findings	County Audit Single Unit Federal Audit	Annually (May)	Exec
<ul style="list-style-type: none"> <li>• Monitoring</li> </ul>	Zero Findings	EDD Monitoring WI Monitoring	Annually (Feb) Biannually (Jan/Jul)	Exec
<ul style="list-style-type: none"> <li>• Youth Quarterly Program Reports</li> </ul>				
Out-of-School Youth	Acceptable Progress		Quarterly	YC
Younger Youth	Acceptable Progress	Report from MCOE	Quarterly	YC
		Report from MCOE		
c. Resources are Allocated Appropriately:				
<ul style="list-style-type: none"> <li>• The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> </ul>	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
<ul style="list-style-type: none"> <li>• Quality Controls</li> </ul>	Improved Scores		Annually (July)	Exec
<ul style="list-style-type: none"> <li>• Productivity</li> </ul>	Attainment	Customer Satisfaction Data Performance Measures	Annually (July)	Exec

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**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <ul style="list-style-type: none"> <li>• Obligations</li> <li>• Accruals (Expenses)</li> <li>• Encumbrances</li> <li>• By funding source</li> <li>• By service</li> <li>• Plan vs. Actual</li> </ul>	80% Expended by End of Year	Fiscal Reports	Monthly	Exec
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

**Measurement Category: Learning and Innovation**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development/Castle Development	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, BEO and EDAC.	Quarterly	Exec

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**Glossary**

**Exec - WIB Executive Committee**

**YC - Youth Council**

**Revision Date: December 4, 2006**